

Schmieding
Home Caregiver Training
Replication Project

Student Guide

UAMS



DONALD W. REYNOLDS
INSTITUTE ON AGING

UNIVERSITY OF ARKANSAS FOR MEDICAL SCIENCES

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We wish to acknowledge the work of Dr. Beth Vaughan-Wrobel and thank her for her many years of making a difference in the lives of so many families and caregivers in Northwest Arkansas and across the nation. Dr. Vaughan-Wrobel is personally acknowledged as the heart, soul, and inspiration of the Schmieding Certified Home Caregiver Training Program.



Beth Vaughan-Wrobel
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Welcome and Introduction

The learning process that you begin today will not only enhance your life but the lives of all the people you contact from this day forward. We support your education and are dedicated to preparing competent, compassionate caregivers for older adults in our community.

Schmieding Home Caregiver Training is a project of the University of Arkansas for Medical Sciences (UAMS) Donald W. Reynolds Institute, Arkansas Aging Initiative. The Program is supported with a grant from the Donald W. Reynolds Foundation for the purpose of providing initial and continuing education for individuals seeking a career in home caregiving and training for family members and/or significant others caring for an older adult in the home.

This *Student Guide* is distributed to all individuals enrolled in the Schmieding Certified Home Caregiver Training Replication Programs in the state of Arkansas. It is intended to assist students in orientation, and contains information regarding the mission, policies and requirements regarding the various training programs. Each student is expected to be knowledgeable of the contents of this guide and will be held accountable to the information it contains. We hope this information is helpful in answering your initial questions.

Mission and Vision

Mission

The Schmieding Home Caregiver Training Replication Project provides initial and continuing education for individuals seeking a career in home caregiving and training for family members and/or significant others caring for an older adult in the home.

Vision

Arkansas residents have access to certified, competent and compassionate paraprofessional caregivers and informed family caregivers to care for older adults in the home.

Goals

- Replicate the Schmieding Home Caregiver Training Program to train paid and unpaid caregivers at selected Centers on Aging across Arkansas
- Increase the number of trained home caregivers
- Increase access to trained home caregivers for older adults

Objectives

Upon graduation from the Schmieding Certified Home Caregiver Training Program participants will be able to:

- perform caregiving skills in the home for clients with varying levels of frailty
- demonstrate physical and behavioral skills to aid in caring for an older adult in the home

Teaching Philosophy: The Schmieding Method

The Schmieding Certified Home Caregiver Training Program is based on the belief that quality home caregivers are the result of well-trained instructors utilizing a structured learner-centered curriculum, appropriate materials and equipment, in a realistic home-like environment.

We believe that training caregivers to work independently in the home requires conscientious supervision by a sufficient number of instructors.

We also believe that students learn best when teachers utilize multiple interactive instructional techniques which integrate principles of integrity, dignity and respect.

We believe that a quality home caregiver begins with a caring person possessing a “caregiver’s heart” who desires to work to improve the quality of life for the older adult living at home.

The Schmieding Certified Home Caregiver Training Program emphasizes holistic care using the “3 H” (heart, head, and hands) approach to caregiver education.

We believe that well trained caregivers must possess a combination of skills, knowledge of safe practice standards, and sensitivity to the individual needs of the client and family.

Values

The “S” in Schmieding represents the values important in training caregivers:

- **Skills** – possession of knowledge and skills to make informed decisions for older adults in the home
- **Standards** – criteria necessary to measure/ensure graduate caregiving competency
- **Sensitivity** – characteristics of compassion, empathy, caring, integrity, respect, advocacy, and responsibility

These core values are instilled in the graduate through the training program.

Staff

The staff members at the Schmieding Home Caregiver Training Program Fort Smith are dedicated to the high quality standards of education. Everyone is committed to your successful training.



Left to Right: Terri Hocott, RN, CDP, Program Coordinator; Amy Wooldridge, LPN, Instructor; Rosemary Alcon, MS, CHES, Education Director; Lana Howard, Administrative Coordinator; Rebecca Mounce, BSN, Program Manager.

History

The Schmieding Home Caregiver Training Program was developed in Northwest Arkansas out of one family's need for qualified home caregivers. After struggling to care for his ailing brother, Lawrence H. Schmieding recognized the need for a formal training program specifically designed to prepare individuals to care for older adults in the home.

In 1998, a generous donation from the Schmieding Foundation to the University of Arkansas for Medical Sciences funded construction of a Center on Aging in Northwest Arkansas.

Since its opening in 1999, the Schmieding Center has trained hundreds of homecare workers and family caregivers.

Regarded as unique in the United States, the Schmieding method of training home caregivers has gained recognition by the International Longevity Center as well as numerous experts in the fields of aging.

Generous funding from the Donald W. Reynolds Foundation made it possible for the Schmieding Home Caregiver Training Program to be replicated throughout the state of Arkansas. The project started in 2008 providing over 3 million in funding for startup and operation of caregiver training sites in Jonesboro, Pine Bluff, Texarkana and West Memphis. In 2012 the foundation provided nearly 8 million funding 4 additional sites in Ft. Smith, Little Rock, Hot Springs and El Dorado and the continuation of operations at the 4 initial locations.

Facilities

The Schmieding Home Caregiver Training Program at the West Central Center on Aging is located at 512 South 16th Street in Fort Smith, AR.



Classroom

The classroom is used for lectures, demonstrations, written assignments, and tests. They are equipped with audio/visual equipment, charts, and models to enhance the learning experience. Students may not bring food into the classroom, but drinks are allowed.



Learning Lab/Carehouse

The Care House is equipped with furniture and equipment necessary for home care. This training area provides a home-like environment to simulate care in a client's home.



Aging Resource Center

The Aging Resource Center includes a reference library, a collection of reference materials relating to healthcare and geriatric issues, a computer with internet access, a TV, and a DVD/VCR. Instructors are available upon appointment to assist individuals in locating health related information.



Regulatory Requirements

State of Arkansas

The Schmieding Certified Home Caregiver Training Program is approved by the Arkansas Office of Long Term Care. The training program also meets or exceeds the requirements of the following regulations:

- Federal Register: Rules and Regulations, the Conditions of Participation for Home Health Agencies
- Arkansas Medicaid Manual: Personal Care Participation Requirements and Rules and Regulations for Home Health Agencies in Arkansas
- Arkansas Act 1410 which regulates training for PAID in-home caregivers

Certified Nursing Assistant (CNA) Eligibility

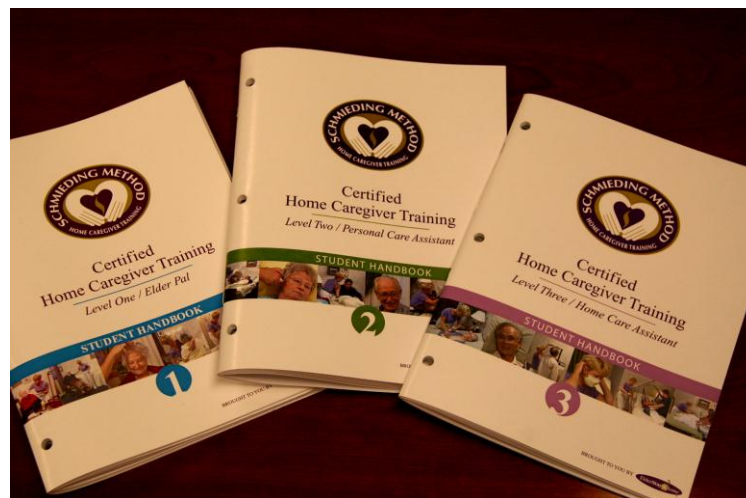
When a student graduates from the Schmieding Program's In-Home Assistant, Home Care Assistant and Alzheimer's Dementia courses he/she is eligible to challenge the state exam for Certified Nurse Assistant. In order to qualify, graduates must take and pass the exams for all three courses *and* take the state CNA exam within one year from the date of graduation of the Home Care Assistant course. Graduates who do not pass both parts of the CNA test within one year will be required to repeat training as required by the Arkansas Office of Long Term Care.

Curriculum Content

The Schmieding Certified Home Caregiver Training curriculum focuses on the care needs of the geriatric population and is intended to prepare the student to function in the home setting.

Handbooks containing skills DVDs are provided to each student and are used in conjunction with the current edition of Sorrentino, S.A. *Mosby's Textbook for Nursing Assistants*, St. Louis: Mosby.

Mosby textbooks will be issued on lend to students for each class and must be returned on the last day of class. The Schmieding Program staff reserves the right to hold certifications of completion until the student returns the textbook. In the case where the textbook is missing or damaged the student is expected to pay for a replacement.



Course Descriptions

In-Home Assistant (IHA) (40 hours)

This course provides participants with the information and skills needed to provide basic care to an older adult in the home. Content includes information on provision of companionship, safety, and support to clients who require minimal supervision and assistance with daily living activities for which the goal is to achieve maximum independence under family or professional supervision.

The content of the In-Home Assistant course satisfies the Arkansas state requirement for caregivers who are paid to provide care in the home of a person who is 50 years of age or older.

Alzheimer's & Dementia Training (AD) (16 hours)

This is a three day course which provides information about the needs and care of the person with dementia. Various types of dementia are discussed with an emphasis on person-centered care. No prerequisites are required.

Home Care Assistant (HCA) (60 hours)

Prerequisite: Successful completion of IHA

This course provides information and skills training necessary for providing “hands-on” personal care for individuals who need **moderate to maximum assistance**. Graduates can perform services in private homes, for home health agencies, or in other settings, under the supervision of a licensed nurse and in Nursing Homes pending successful completion of the state CNA exam.

Students enrolled in the Home Care Assistant Program are required to complete 16 hours of clinical experience at a nursing home, skilled rehab hospital or hospice house.

Note: Not all students will go to the clinical site on the same day. Students will receive details regarding their clinical assignment after class begins.

HCA students must comply with all health and safety requirements of the clinical site. These may include but are not limited to: proof of background check, current TB skin test, drug testing, etc. Failure to meet these requirements is grounds for program dismissal.

A watch with a second hand is also required for use in the classroom and clinical rotation.

Liability insurance is provided for students participating in clinical rotation but does not cover the cost to treat injuries sustained by the student while participating in clinical.

HCA students are required to complete an “Incident/accident Contact Form prior to their clinical rotation. In the event an incident or accident occurs during the clinical rotation, the permission form authorizes the instructor to contact emergency services and contact next of kin or designee.

UAMS/Schmieding Home Caregiver Training Program shall be held harmless.

Admission

Any person age 18 years or older who can read, write and speak English may apply for enrollment into the Schmieding Home Caregiver Training program. No previous caregiver education or experience is required for enrollment.

The training center prohibits discrimination of educational opportunity on the basis of disability, gender, race, creed, national origin, color, religion, age or marital status. However, class size is limited and all applicants may not be accepted.

A background check is conducted for all applicants and certain infractions do prohibit a student from admission to the training program. Disqualifying infractions are listed in section 201 of Rules and Regulations for Conducting Criminal Record Checks for Employees of Long Term Care Facilities available at <http://humanservices.arkansas.gov/dms/oltcDocuments/crc.pdf>.

Steps to Apply

1. Make an appointment to attend a General Information Session (GIS). An overview of the training program is given here.
2. Attend the GIS and submit a completed application with references.
3. Pay the non-refundable deposit that holds the applicants place in class.
4. Before the first day of class pay the balance due for tuition.

References provided may be checked at the discretion of the training center staff. If the applicant refuses a background check, admission will be denied.

If more than a year has elapsed since the student has applied for the program a new class application must be completed.

Re-Admission

Students who withdraw and wish to apply for re-entry must schedule an appointment with the training staff to determine if the criteria for re-admission have been met and if space is available. Re-entry must be approved by the Coordinator of Home Caregiver Training.

1) Admission for the purpose of refresher

- a. Successful graduates qualify for a 50% tuition discount when repeating a course.
- b. Those repeating a course must fully participate in all course activities, including homework, tests, practices, and competency evaluation.
- c. Graduates will be issued a certificate upon successful course completion.
- d. Graduates may not audit individual classes.

2) Students who received an incomplete grade (due to an accident or illness) who wish to re-apply must have:

- a. An average score of 80% or better on any written components of the course during their prior enrollment.
- b. A passing score on any skills evaluations taken during their prior enrollment.

- c. A record that indicates that all homework assigned during their previous enrollment was completed until the time the student was unable to attend.
 - d. Demonstration of professional and ethical conduct. (Examples of unethical or unprofessional conduct include cheating and tardiness.)
- 3) Students applying for re-entry after failing a course:
- a. The student will have one opportunity to repeat a course.
 - b. The student must have demonstrated professional and ethical conduct in the course which was failed.
 - c. The course must be repeated in its entirety.
 - d. The student will pay full tuition.
- 4) Students applying for re-entry after failing to inform the training center staff of an absence (no call no show) will be considered on a case by case basis.

Payment

A non-refundable \$50 deposit must be paid at the time the potential student submits their application form. The deposit will apply towards the cost of tuition and is used to pay for a background check and will hold the student a spot in class pending a clean background check.

The applicant will be notified once the results of the background check have been verified and told whether or not they meet the qualifications of entry. From the time the student has been notified, they will have pay the balance of their class tuition before the first day of class.

UAMS Schmieding Home Caregiver Training cannot accept cash or personal checks. Students can **bring a money order payable to UAMS-Schmieding Home Caregiver Training-Fort Smith for all payment transactions.**

For students who are being sponsored by outside entities all arrangements for payment of tuition and required paperwork must be completed and verified prior to the first day of class.

No graduation certificate will be provided to the student until tuition is paid in full.

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Health Requirements

Students with special health requirements or limitations must inform each instructor in advance of skills practice, competency evaluation or clinical days especially if the student has physical limitations that interferes with his/her ability to participate.

Reasonable accommodation will be made for any student with a special need.

Students taking the Home Care Assistant Course are required to have current tuberculosis (TB) skin test. Current is defined as having the TB test administered within the last 12 months and not to expire during the HCA course.

A copy of the results must be given to the instructor before the first day of class.

If TB test results are not submitted, admission to the HCA course may be denied.

TB testing can be done at your physician's office or other local clinics. This procedure will take two trips.

Students are required to make arrangements for testing on their own.

Training Schedule

Class schedules and break times will be arranged by the instructors, and a written schedule will be distributed on the first day of class. The schedule for the classes and educational events at the training center may also be found on our website: www.UAMScaregiving.org/fortsmith.

Students are responsible for their transportation to and from class and are expected to be timely in their arrival and departure from the training location. The training center does not open until 8am. Please do not arrive prior to this time. The classroom door will be unlocked by 8:15am. If any staff member is in the building prior to 8am, they are not to be disturbed.

Lunch and Breaks

Depending on the course schedule students will receive one or more breaks. For classes lasting all day students may wish to bring a lunch. Lunch breaks are typically only 45 minutes and there is rarely time to leave the facility and get back in time.

Students may use the refrigerator & two microwaves in the student breakroom to keep your food fresh. Drinks may be brought into the classroom, but food and snacks are to be eaten during the breaks. **NO FOOD IN THE CLASSROOM!!**

Parking & Building Entrance

Student parking is behind the building, around the mint green two story building, or across the street from the mint green two story building. Please use the Classroom entrance at the back of the building to enter.

Successful Program Completion

In order to successfully complete the program students must arrive before the start of class, stay for the duration of each class, attend all clinical practice sessions, complete assigned class work in the required time frame and pass a written and skills competency exam.

Performance Evaluation

Performance will be evaluated in three areas:

- Written homework
- Written quizzes and examinations
- Skills competency demonstrations



Written assignments will be collected at the beginning of class, and all assigned reading should be done prior to coming to class.

Grading Criteria

Students must have a cumulative score of 80% or above on all assigned work and exams to pass the course. In addition, students must also give a successful return demonstration of required skills specific to each level of training.

Skills Competency

Students must be able to competently perform **all** the skills taught during the course before the certificate will be awarded.

Academic Counseling

Academic counseling services are available to students and graduates and include: assistance with substandard performance in the classroom, lab or clinical setting, and/or assistance with career progression for those students who want to further their education.

Students may personally seek counseling or may be referred for counseling services as a result of academic concerns.

Student performance difficulties and grades are considered confidential information. Problems brought to the attention of the faculty will be handled with the utmost discretion.

Staff members can assist individuals with completion of CNA test applications.

Ethics and Student Honor Code

Students are expected to behave ethically and to maintain privacy and confidentiality in all aspects of client care. Client issues are not to be discussed outside of the classroom or clinical area.

Enrollment in the Schmieding Certified Home Caregiver Training signifies the student's agreement to abide by the following expectations:

- Being truthful and forthcoming
- Submitting assignments which have been completed independently
- Safeguarding property of others

- Respecting the rights of others, including peers, faculty, staff, clients, and families
- Showing willingness to learn and be actively involved in the classroom
- Following the behavior expectations of the guide

Cheating will result in immediate dismissal.

Student Conduct

The staff at the training center staff is dedicated to fairness and the belief that each individual deserves respect and dignity. We expect students extend instructors and classmates this same courtesy. If you experience mistreatment, unfairness, disrespect or harassment from another person, please report it immediately.

The term “harassment” includes, but is not limited to slurs, jokes, and other verbal, graphic, or physical conduct relating to an individual’s race, color, sex, religion, national origin, citizenship, age, or handicap.

Absences

An absence of one hour or less may be eligible for make-up on an individual basis with teacher approval. It is the responsibility of the student to coordinate this make-up time with the course teacher. The student must schedule appointments for approved make-up sessions within 30 days.

A student who performs satisfactorily on skills assessments may be eligible to make up an absence of more than one hour during the next appropriate scheduled class. A student must complete all

make-up time within 90 days of the missed time. Make-up classes will be subject to availability of class space.

No Call/No Show

In the event of an absence when the student does not call to inform the teacher in advance, the student will no longer be able to continue the current class.

Conflict Resolution

It is the policy of the training program and center that conflicts should be resolved at the lowest level possible. The instructor should be notified of any existing conflicts as soon as possible. A fair and expedient resolution will be discussed with the student.

If the student is not satisfied with the decision of the instructor, the student may file appeal to the Coordinator of Home Caregiver Training. The Coordinator of Home Caregiver Training will make every reasonable attempt to resolve the student's complaint.

If the student is still not satisfied, the student may file an official grievance and request to meet with the Director of Education. Once the grievance has been filed the Director of Education will review all the facts in the grievance and meet with the student according to the grievance policy. A copy of the grievance policy and procedure is available upon request.

Student Records

Records are maintained on all students attending Schmieding Certified Home Caregiver Training.

Included in the student record are the following: enrollment applications, consent forms, educational information, payment records, attendance and photo consent, homework, quizzes, tests, skills competency checklist, student picture, tuberculosis skin test results, and continuing education records.



Academic records may not be copied or reproduced in any manner. Right of access to academic records may be extended to the parent/guardian of a dependent as defined by the Family Educational Rights and Privacy Act, under section 152 of the Internal Revenue Code of 1954, educational authorities and funding agency representatives (section 900), and if so indicated in writing by the student.

Records regarding information pertaining to continuing education hours attended through the training center programs may be accessed by the student at any time. Copies will be provided upon written request. All records are considered confidential.

Student Safety

Violence in the Classroom

Disruptive or threatening behavior in the classroom or clinical area towards an instructor or classmate will not be tolerated and is grounds for immediate dismissal from the program.

Inclement Weather

In case of inclement weather classes may be postponed or cancelled, please check the local TV and radio stations for announcements of school closings. If the announcement states that the Fort Smith Public Schools are closed, classes at the training center are cancelled and will be rescheduled.

Accident/Injury

Student safety is a major concern. Students are not to conduct skills for which they have not practiced with an instructor. Students are not to lift or transfer a patient in the clinical area without first reading the care plan and consulting with the nurse in charge.

Students are strongly encouraged to secure health insurance prior to starting class and assume responsibility for personal healthcare costs in the event the student is injured in the classroom or clinical area.

It is the student's responsibility to inform each instructor of an accident or injury at the time of occurrence.

In case of an accident or injury involving a student the instructor will initiate EMS and will contact the student's family using the information provided in the student's academic record.

The instructor should notify his or her supervisor of the incident, the Project Director and refer to the UAMS website for instructions on completing an incident accident form.

Emergency Procedures

Instructors will point out emergency exits during classroom and clinical orientation. In case of emergency, your instructor will advise students what actions to take. If the instructor is not available, the staff member present is in-charge of giving emergency instructions and directing the students regarding the appropriate safety measures.

In case of tornado or other disaster, students are to follow the instructions of the faculty member in-charge. If in a clinical setting, students will be given directions by the instructor in-charge at the clinical facility.

Evacuation

In case of fire or bomb threat, students are to evacuate the building using the nearest exit. Once outside of the building, students should proceed directly to the parking lot across the street on the corner of South 16th & D Street.

Under no circumstances is anyone to return to the building for any reason. If a student is unaccounted for, the faculty member will notify emergency personnel on the scene. The faculty

member in-charge will issue the “All Clear,” signaling that the students may return to the building.

There are four emergency exits located within the facility:

1. The front entrance
2. The Care House living/bedroom
3. In the classroom
4. In the back hallway

Fire Extinguishers

There are three fire extinguishers in building:

1. In the classroom, on the front counter
3. In the breakroom, on the counter
4. In the care house kitchen under the sink



Telephones, Cell Phones and Beepers

The telephone system at the training center is reserved for official business or emergencies only.



All beepers and cell phones must be turned off or silenced during class periods. **NO** texting during class time! Before class begins you need to put your cell phone away, this means off of your desk & out of eyesight.

Smoking Policy

UAMS is an organization dedicated to improving the quality of life for individuals, therefore **no smoking is permitted anywhere on the premises.** (UAMS Policy Number 3.1.01)

Dress Code

For classroom instruction students are expected to dress in clothes that are comfortable, easy to work in, and appropriate for a professional caregiver.

Hair should be pulled back for hygiene and safety purposes. Fingernails should be short and clean. Jewelry should be minimal. No perfume, scented lotion or any other fragrances may be used during class or clinical experiences



Hint: Bring a jacket or sweater that can be added or removed if the classroom seems too cold or hot.

Uniforms *are* required for clinical rotation which is part of the Home Care Assistant course. A Schmieding tee shirt is provided at the beginning of the HCA course and should be worn for the graduation photo and at the clinical facility. Students need to wear a solid colored skirt, slacks, or scrubs that are white, black or light tan. No jeans may be worn during the clinical rotation. No sandals or open toe shoes are permitted. Shoes must be clean and in good repair.

Caregiver Directory

The Caregiver Directory is provided as a community service and helps individuals searching for a caregiver to locate the person best suited to their needs. It lists contact information for eligible Schmieding graduates including: the graduate's name, level of training, phone number, preferred work hours, and preferred work locations. Participation on the directory is voluntary.

The training center is not an employment agency and does not guarantee that graduates who place their name on the directory will be hired. The individual who wishes to hire a Schmieding graduate must contact the graduate directly to arrange an employment interview.

It is the graduates' responsibility to maintain the currency of the contact information on the directory and should be updated whenever contact information or work preferences change.

To remain on the Directory graduates are required to bring proof of attending at least 12 hours of continuing education each year.

Continuing Education Programs

Continuing Education (CE) programs are available from a variety of locations and on-line. Education programs that qualify should be a minimum of one hour in length and be relevant to providing safe/quality care to an older adult. Proof of attendance/completion may be in the form of a certificate of attendance or a signature from the organizer of the event on the graduate's CE form. Many of the community education programs offered through the UAMS Regional Centers on Aging or Area Health Education Centers meet the criteria for CE credit.

Conclusion

Again, we would like to welcome you to the Schmieding Certified Home Caregiver Training Program. We hope that this learning experience will be a lasting and positive one.

For more information, or for additional comments please feel free to contact us at:

The Schmieding Home Caregiver Training Program

(479) 478-8819 or 1-800-573-3808

www.UAMScaregiving.org/fortsmith

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Questions on Student Guide

- 1) You will automatically become a CNA (Certified Nurse Assistant) once you have completed all levels of training.
A) True B) False

- 2) Guidelines for our training curriculum are established by:
A) Arkansas Office of Long Term Care (OLTC)
B) Federal requirements for Home Health Aids
C) State Regulations for Personal Care Assistants
D) Schmieding Center Staff Members
E) All of the above

- 3) You may be required to show proof of the following health information on the first day of HCA:
A) Hepatitis
B) HIV
C) Tuberculosis (TB)

- 4) How much class time is a student allowed to make up?
A) No more than one hour
B) No more than one day
C) Four Hours

- 5) In the event of a no call/no show absence the student will NOT be allowed to continue the current class.
A) True B) False

- 6) The day time sessions for class begin promptly at
A) 9:00 A.M. B) 8:30 A.M.
- 7) How much time are students allowed for lunch?
A) 45 Minutes B) 1 Hour
- 8) Smoking is permitted in the student breakroom during your breaks.
A) True B) False
- 9) Cell phones may be left “on” during class.
A) True B) False
- 10) The training center will be closed for inclement weather if Fort Smith Public Schools are closed.
A) True B) False
- 11) A watch with a second hand is required for HCA.
A) True B) False
- 12) The Arkansas Office of Long Term Care requires a graduate to pass the state board exam to become a CNA within one year.
A) True B) False
- 13) If students need additional practice of a skill, they can come to the training center at any time between 8:00 A.M. and 5:00 P.M.
A) True B) False

14) The dress code for classroom studies would include the following:

- A) Shorts and sandals or long, dangling earrings
- B) Comfortable shoes and clothing that are “appropriate” for bending and stooping.

15) Student performance will be evaluated in what areas?

- A) Written homework
- B) Written quizzes and examinations
- C) Skills competency demonstrations
- D) All of the above

16) A cumulative passing score on written exams and homework is:

- A) 70%
- B) 80%
- C) 90 %

17) The training center is an employment agency.

- A) True
- B) False

18) Schmieding graduates are only qualified to work in the home environment.

- A) True
- B) False

19) Cheating will result in immediate dismissal from the course.

- A) True
- B) False

20) A law passed in 2013 requires home caregivers who are PAID to have a minimum of 40 hours of training

- A) True
- B) False